



Commonwealth of Kentucky
Environmental and Public Protection Cabinet
Office of Housing, Buildings and Construction
KENTUCKY BOARD OF HOME INSPECTORS
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<http://www.ohbc.ky.gov>

HOME INSPECTOR COMPLAINT FORM

FOR OFFICE USE ONLY	
DATE RECEIVED:	
CASE NUMBER:	
INSPECTOR LICENSE NUMBER:	
DATE TRANSFERRED TO COMMITTEE:	
DATE CLOSED:	

IMPORTANT INFORMATION TO COMPLAINANT

1. Board Authority:

The Kentucky Board of Home Inspectors (KBHI) investigates complaints concerning licensees, or persons the board has reason to believe should be licensees, including complaints concerning failure to comply with KRS 198B.700 to KRS 198B.738 or the Kentucky Administrative Regulations (815 KAR 6:010 through 815 KAR 6:040) promulgated under KRS 198B.700 to KRS 198B.738, and, when appropriate, takes action in accordance with KRS 198B.728 and 198B.730. The board may take disciplinary actions against or impose sanctions on a licensee for failing to comply with any of those statutes or regulations, under KRS 198B.728, and may deny, suspend or revoke licenses under KRS 198B.706(3). All home inspections for compensation shall be conducted in accordance with the standards of practice approved by the board, under KRS 198B.706, and the standards of conduct set out in 815 KAR 6:030.

If the board determines that a person is not licensed as required, the board will issue a show cause order, which may result in an order to cease and desist pursuant to KRS 198B.730(3).

2. Filing Your Complaint:

Please complete this form, affix your notarized signature, and return to the attention of the Kentucky Board of Home Inspectors (KBHI). You must attach ***copies*** of any supporting documents, including the complete inspection report and inspection agreement if your complaint is in regard to an alleged deficient home inspection or other documentation proving what you claim is factual. ***All documents will be retained by the Board and will not be returned to the complainant.*** The licensee becomes the Respondent in your complaint.

3. Processing Your Complaint:

A signed, notarized complaint is logged in and assigned a case number upon receipt. The case number is used for identification of the case throughout the process. As required by applicable privacy law, there will be no public reference to persons identified in the complaint pending investigation and action by the KBHI.



3. Processing Your Complaint - continued

- a) The initial case review is performed by KBHI administrative staff to determine if the complaint falls within the statutory authority of the board. If the complainant does not state an issue that is within the jurisdiction of the board or does not present sufficient evidence of such issue, then a written staff response will be sent to the complainant to identify the reasons for dismissal.

If the case is determined to fall within the statutory authority of the board then staff will mail (via certified and regular mail) a copy of the complaint to the person named in the complaint (Respondent) along with a request for a written response within twenty (20) days from receipt of the certified mail. Note: A complaint will not be made public until action is taken by the board or unless required by law.

- b) The case will be referred to the KBHI Compliance Review Committee at the end of the 20-day period allotted for the Respondent's written response regardless if the Respondent submits a response.
- c) The Compliance Review Committee reviews the case and reports its findings and recommendations to the board for its determination of whether to impose sanctions.
- d) The case will be placed on the agenda for the next scheduled meeting of the board for its determination. If the board recommends disciplinary action, then you will be so notified in writing and you may be needed to testify at an ensuing hearing. If the board determines no disciplinary action or sanction is warranted, you will be so notified in writing.

4. Timely Filing Requirement:

It is the policy of the KBHI to reject complaints on issues that occurred more than twelve (12) months prior to the date of filing unless the complainant presents extenuating circumstances for the delay in filing the complaint.

5. Complainant Information:

Name: _____ Date: _____

Address: _____

City: _____ State: _____ Zip: _____

Best Phone Contact: _____ Email: _____

☐ Buyer ☐ Seller ☐ Realtor or ☐ Other: _____

6. Respondent Information (home inspector)

Name: _____ License # _____

Company: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Date of Service: _____

7. Complaint Details

Please describe the facts of your complaint in the order in which they occurred. Please print clearly. You may attach additional sheets of paper as necessary. **NOTE: Please ensure that you attach readable copies of any complaint-related contracts, inspection reports, correspondence or any other documents you feel are pertinent.**

Date of Inspection: (If Applicable): _____

Inspected Address: (If Applicable): _____

8. Certification:

Signature of Complainant

Printed Name of Complainant

Date _____

Commonwealth of Kentucky)

County of _____)

Sworn to before me this _____ day of _____, _____

Notary Public _____

My Commission expires _____